

ACDC Project - People Connector

TEAM:	Child, Youth and Family Services
LOCATION:	Geraldton & Broome
REPORTING LEADER:	<i>Executive Child, Youth and Family Services</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

Many people experience distress or mental health issues at some point in their lives and knowing where to go to for help can be overwhelming. Community members and families often do not actively engage with mental health services, and help-seeking is often absent or is a late-stage occurrence. This can lead to people not accessing and receiving appropriate recovery focussed services at the right time, an increase in mental health distress and resources being placed on crisis services when needed.

The Assisting Communities through Direct Connection (ACDC) Project was created to

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look at ways to increase independence, assist access to support, encourage social and community participation of people who are not accessing services and collect data on the scale of unmet need in Australian communities.

The project operates in all Australian states and territories. People Connectors engaged by HelpingMinds will conduct safe door knocking activities, walking from household to household to discuss the project and how it can be of help to householders, deliver information products on local services and engage in a survey. Householders will be offered relevant information and assistance, if required to support connection to available services.

The project will also measure the prevalence across selected Australian communities (ACDC sites) of people who identify as having unmet mental health or social and emotional support needs.

People Connectors are employed through Delivery Partner Organisations to work at the selected ACDC Project sites.

People Connectors of the ACDC Project are qualified and experienced local mental health workers.

People Connectors will:

- Engage, build rapport and initiate conversations about mental health, social and emotional wellbeing with householders through a door knocking approach.
- Be respectful and responsive to verbal and non-verbal cues, be culturally sensitive and invite people to speak about personal aspects of their lives.
- Provide householders with information products and explain how these products can be used to seek support.
- Invite and support people to undertake the ACDC Project survey.
- Encourage people with unmet social and emotional support needs to take initial steps to connect with local and online support services.
- Document and record activity and engagements to inform future service provision, policy and funding.
- Be involved in supervision and support, evaluation and quality improvement activities.

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PRIMARY DUTIES AND RESPONSIBILITIES

- Complete training and orientation of the role delivered by CMHA.
- Plan the areas that will be doorknocked in advance, in consultation with the line manager to create a Door Knocking Activity Plan that includes site safety concerns and a roster of door knocking activities.
- Distribute ACDC Project postcards to letterboxes at identified streets prior to the ACDC door knocking activity.
- Knock on the doors at these same addresses and engage with householders.
- Distribute and explain information about the local and online mental health, social and emotional wellbeing support services
- Support householders to take initial steps to connect with social and emotional wellbeing support services.
- Complete the ACDC Survey with householders ensuring answers are stored. Ensure that peoples rights to privacy and confidentiality are explained. Referral to other services where appropriate, ensuring that relevant consent is obtained.
- Participate in the fortnightly Community of Practice and continuous improvement of the project.

KEY PERFORMANCE INDICATORS

- Compilation of provided ACDC Project information products.
- Letterbox drop of ACDC postcards in the selected site to advise of the project & pending visit.
- Provide a door knocking approach and advise householders of the purpose, benefits and outcomes of the ACDC Project.
- Build rapport, engage and discuss with householders about their mental health and social and emotional wellbeing challenges, and local and online social and emotional support services.
- Provide and explain to householders the ACDC information products.
- People in the local community are if required supported by People Connectors to take initial steps to access support from local and online social and emotional support services.
- The ACDC Project survey is conducted with householders, and data is recorded.
- The ACDC information products are left in the letterboxes of households which do not engage with People Connectors.
- Follow up with householders as requested occurs, is addressed and recorded.

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Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

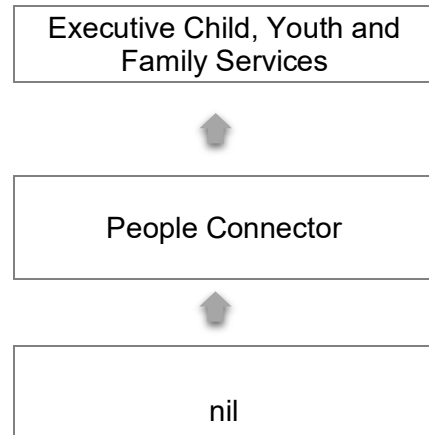
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AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time Fixed Term
FTE:	1.0 (76 hours per fortnight)
Position Classification:	Salary Level 4.1
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

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ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Relevant (minimum Certificate IV) qualifications in peer work, mental health, or related field. An equivalent level of knowledge and experience gained through any combination of education, training and mental health experience will be considered.
- Current Covid-19 Vaccination
- Working with Children Check
- Drivers License
- Current First Aid Certificate
- Current Police Clearance

EXPERIENCE, SKILLS AND KNOWLEDGE

- Well Developed computer skills, including Microsoft office and data reporting programs
- A minimum of 12 months' professional experience working in the community managed mental health/social and emotional wellbeing support sector.
- Demonstrated experience, knowledge and understanding of contemporary issues in mental health services and the mental health community sector in Australia.
- Physical Fitness. This project involves walking for up to 6 hours per day carrying materials in a range of weathers and terrains.
- Demonstrated experience, knowledge and understanding of the demographics and cultural sensitivities of the local community at the selected project site.
- Demonstrated understanding and valuing of the contemporary roles of people with lived experience of mental health issues, their families and carers in the mental health sector, and the cultural diversity of Australian society.
- Well-developed social and communication skills are essential for the role. The ability to undertake motivational interviewing will be an advantage.
- To engage effectively with people from diverse backgrounds People Connectors must understand differences and sensitivities in how people of different cultures and communities communicate, and how social and emotional wellbeing is understood.
- The role is self-directed, working in an innovative way. A sense of curiosity and continuous learning and commitment to the project will be essential.

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations;
- Lived experience of accessing support for needs related to mental health &/or social and emotional distress.
- Fluency in a language other than English

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EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website [hyperlink statement](#)

<p>This document can be made available in alternative formats on request for a person with a disability.</p>
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